

**Maricopa Association of Governments
Municipal Aging Services – Draft Results**

<i>IDEAL COMMUNITY</i>	<i>CURRENT COMMUNITY</i>
TRANSPORTATION	
<ul style="list-style-type: none"> • Dial-a-Ride (DAR) non restrictive; (MdN) • Increase Reserve-A-Ride (RAR) frequency of trips (MdN) • Reasonable cost affordable for all (MdN) (NT) • Transp. to events outside of community (MdN) • Safe and reliable (NT) • On time schedule (NT) • Driver training: sensitivity; age-friendly (NT) • Synchronized signals • Accessible busses and vans (NAM) • Transportation responsive to seniors' needs (NAM) • Eliminate transfers; decrease wait times (NAM) 	<ul style="list-style-type: none"> • Lack of transportation options (CSC) (NT) (NAM) • Requirements restrictive (CSC) • Bus books not translated (CSC) • Disparity in timing (CSC) (NAM) • Boundary constraints for DAR and RAR (MdN) (NT) (NAM) • DAR cost is high (MdN) • RAR shopping – monthly only (MdN) • Safety concerns (CSC) (MdN) (NT) • Transportation between Scottsdale and Temp needs improvement (NT) • Inconsistent left-turn signals (NT) • More transit information needed (NT) • Transferring busses difficult / wait times; summer heat (NT) (NAM) • Volunteer transportation difficult due to insurance requirements (NAM) • Eligibility criteria restrictive (NAM) • Limited income makes it difficult to donate for transp. (NT) (NAM)
Transportation Summary: Create a system that is less obstructive in terms of cost, accessibility, and ease of transferring. Provide more information on what is currently available and how to access services.	
SOCIALIZATION / SENIOR CENTERS	
<ul style="list-style-type: none"> • Culturally based activities = more appealing (CSC) • Better communication opportunities with people of same cultural background (MdN) • More social gatherings (NAM) • Interacting with other senior communities (NAM) • More physical activity opportunities – swimming (NAM) • Opportunities for travel that include transportation regardless of income level (NAM) 	<ul style="list-style-type: none"> • Family not involved – due to work (CSC) • Limited funding for senior programs (NAM) • Barriers to fundraising for projects (NAM) • Not allowed in Senior Center if unable to pay fee (MdN) • Limited income makes it difficult to donate for meals (NT) (NAM) • Unable to attend due to illness or lack of transportation (NAM)
Socialization Summary: Provide access to senior centers within local communities, including transportation options as needed. Offer opportunities for socialization, including culturally based activities. Eliminate barriers to participation due to cost.	
HEALTH CARE	
<ul style="list-style-type: none"> • Clinics (CSC) • Doctors of same cultural background / speak same language (CSC) • AHCCCS available and improved (MdN) • Reduced cost for medication (MdN) • Check-in on seniors who live alone 	<ul style="list-style-type: none"> • Language barriers – canceled appts. (CSC) • Constraints on health insurance renewals (CSC) • Referrals based on insurance (CSC) • Feel forced to return home for medical care (CSC) • Seniors taken advantage of by Ins. companies – increased premiums (MdN)

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Health Care Summary: Improve health care options, reduce costs and eliminate language barriers.			
EDUCATION			
• School/college for seniors (CSC)			
Education Summary:			
NEIGHBORHOOD			
<ul style="list-style-type: none">• Close proximity to shopping, banking, post office, gym, restaurants (CSC) (NT)• Friendly (CSC)• Safe / Secure (CSC) (NT)• Crime free (MdN)• Affordable gated community (MdN)• Close proximity to bus service (MdN)• Accessible facilities (NT)• Better lighting in neighborhoods, parking lots and shopping areas (NT)• All-in-one community (top floor housing; lower floor shops, clinics) (NAM)• Housing with open space for gardening (NAM)		<ul style="list-style-type: none">• Gated community not always safe (CSC)• Vandalism (CSC)• Noisy (CSC)• Drug use – in neighborhood; around bus stop (CSC)• Crime is high (MdN)• Safety concerns / seniors targeted (MdN) (NT)• Cross-walk signals are too short / presents danger (NT)• Too many homeless in parks (NT)• Burglaries (NT)• Housing not accessible; no elevators (NAM)• Senior housing sparse, not visually appealing (NAM)	
Neighborhood Summary: Offer safe, all-inclusive communities, “one-stop shops” with easy access to shopping, clinics, banking, etc.			
ENVIRONMENT			
<ul style="list-style-type: none">• Good landscaping (trees, creeks) (CSC)• Increase shading along bus stops (NT)• No metal seats at bus stops (NT)		<ul style="list-style-type: none">• Overgrown vegetation along roadways – difficult to see traffic (NT)	
Environment Summary: Clean-up and improve landscaping. Offer shaded walk-ways and bus waiting areas clear of debris.			
GENERAL ASSISTANCE			
<ul style="list-style-type: none">• Translators (CSC)• Reduced rates for senior services (MdN)• Driver evaluation programs (NT)• Assistance from volunteers (shopping, errands) (NT)• Escort service to vehicle (NT)• Personal grooming/self-care assistance (NAM)		<ul style="list-style-type: none">• 	
General Assistance: Offer assistance with day to day activities, translators, friendly service.			
FORMS OF COMMUNICATION			
<ul style="list-style-type: none">• Phone calls from Sr. Center staff – someone they know and trust (MdN) (NT)• Church (NT)		<ul style="list-style-type: none">• Automated systems (govt) – difficult to reach live person (NT)	

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<ul style="list-style-type: none"> • Advertise through cable/tv (NT) • Advertise at senior centers (NT) • Resource guide (NT) 	<ul style="list-style-type: none"> • Internet too expensive
Forms of Communication: Summary: Provide information through senior center staff, personal communication, flyers, church, doctor offices and home healthcare nurses.	
RECOMMENDATIONS/COMMENTS	
<ul style="list-style-type: none"> • Sales tax too high in Phoenix (CSC) • Lack of courtesy (NT) • Enjoy being with other seniors – going to community centers and participating in activities (NAM) • Misconception from City Gov't that tribal entities are taking care of Native seniors. Misconception from Tribal Govt that urban Natives are self sufficient and don't need assistance (NAM) • Mental health would improve by being active and more self sufficient. Would feel more confident as we age and health declines. • Follow-up – don't just make "empty promises" (MdN) (NT) 	

MdN [Marcos De Niza Senior Center](#)
 NT [North Tempe Senior Center](#)
 CSC [Chinese Senior Center](#)
 NAM Native American Community Senior Center